



# COUNTY OF ERIE

## OFFICE OF COUNTY EXECUTIVE

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**Kathy Dahlkemper**  
COUNTY EXECUTIVE

### **MEDIA RELEASE**

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FOR IMMEDIATE RELEASE

### **Erie County Executive Announces the Implementation of Text-to-9-1-1 Service in Erie County**

Erie, Pa., March 30, 2016 – Erie County Executive Kathy Dahlkemper is pleased to announce that text to 9-1-1 service is available in Erie County.

There are four major wireless providers (AT&T, Sprint, T-Mobile and Verizon) providing text-to-911 service. As of today, there are 26 out of 69 PSAPs (public safety answering points) that have deployed text-to-9-1-1 service in the Commonwealth of Pennsylvania.

The National Emergency Number Association (NENA) national campaign is “CALL IF YOU CAN, TEXT IF YOU CAN’T.”

Erie County Department of Public Safety / 9-1-1 and other 9-1-1 authorities still prefers citizens to make a voice call to 9-1-1. John Grappy, Director of Public Safety, urges the public that text-to-911 service should not take the place of making a voice call to 9-1-1. Text-to-911 should only be utilized in the event of a person that may be speech or hearing impaired, or any situation in which a person may not be able to make a voice call to 9-1-1 that may place the caller in danger.

The Erie County (9-1-1) Communications Center will receive only an approximate location of the cell phone; the originator must provide a physical address or location of the emergency. At this time, Erie County 9-1-1 is only accepting SMS (Short Message Service) messages. Pictures, video, other attachments or other recipients should not be included with the message.

“We are proud to offer this potentially life-saving advancement in technology. Text to 9-1-1 is a complement to our existing services. It provides an avenue for help without putting our residents in harm,” urged Dahlkemper.

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